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835 HANOVER STREET, SUITE 301
MANCHESTER, NEW HAMPSHIRE 03104

FACSIMILE TRANSMISSION**DATE:** July 7, 2003**TIME:** 5:00 PM**TO:** Examiner Quynh H. Nguyen
Mail Stop AF
Commissioner of Patents**PHONE:** 800-786-9199
FAX: 703-872-9314**FROM:** Bourque Law Offices
Manchester, New Hampshire**PHONE:** 603-623-5111
FAX: 603-624-1432

RE: Relationship Based Task & Resource Call Center Man
Our Reference: DAVOX-164XX
Filing Date: 11/1/99
Serial No.: 09/431,017
Number of pages including cover sheet: 10

Original of this document to be mailed as well: YES NO

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If there is a problem with this fax transmission, please call.

Examiner Nguyen:

Please confirm receipt of the following response via facsimile at the above listed number.

Paul J. Kroon, Jr.

Serial No.: 09/431,017
 Filed: November 1, 1999
 Group Art Unit: 2642

Bourque & Associates, P.A.
 835 Hanover Street, Suite 301
 Manchester, NH 03104
 Telephone: (603) 623-5111
 Facsimile: (603) 624-1432

Date: July 7, 2003

Mail Stop AF
 Commissioner of Patents
 PO Box 1450
 Alexandria, VA, 22313-1450

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD

Transmitted herewith via facsimile is an Response After Final in the above-identified application. The following checked items are applicable:

A Petition for Extension of Time for ** month(s) is hereby made, under §1.136(a); a check in the amount of \$** is enclosed per §1.17.

_____ is hereby appointed Associate Attorney by:
 Registration No.: _____

Attorney of Record: Daniel J. Bourque
 Registration No.: 35, 457

 Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 7	= 0	x \$84.00 =	0
Total 33	- 33	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2. Previously submitted or verified statement must be attached (per §1.9, §1.27, §1.28)				
TOTAL ADDITIONAL CLAIM FEE				0

- No additional claim fee.
- The claim fee has been calculated above; the Commissioner is authorized to charge Deposit Account NO. 02-3285 in the amount of \$.
- In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
- The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being sent via facsimile to: Honorable Commissioner of Patents, Washington, D.C. on July 7, 2003 at facsimile no. 703-872-9314.

SUBMIT IN TRIPPLICATE

Paul J. Kroon
 Attorney of Record: Paul J. Kroon, Jr.
 Registration No. 51,902